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Policies and Procedures

The following *A Spark* was sent to EAP Service Providers on 09/15/2014
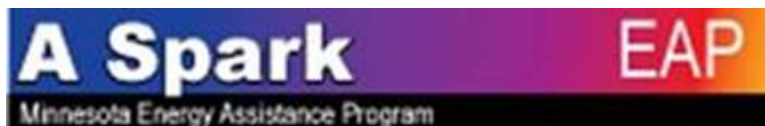
2014-2015 Minnesota Energy Programs Application Release

The release, public distribution and website posting of the application, instructions and privacy notice begins now, Monday, September 15, 2014. Application requests in eHEAT were sent for printing and central mailing to complete the initial mailing process. Requests for application entered into eHEAT will now be batched daily. The Application documents are posted on the Division of Energy Resources website at mn.gov/commerce/energy/ with English, English fillable, Spanish and large print versions available for download.

Please take note of the following EAP Service Provider website requirements listed in the *FFY2015 EAP Policy Manual,* Chapter 14:

Service Provider Website

Service Providers must maintain up-to-date EAP information on local websites. Periodically reviewing EAP information is recommended to ensure information is correct, downloads are functional and links to other sources are intact.

Service Provider websites must meet the following standards:
- Contain local Service Provider address and phone number.
- Have basic EAP information including income and eligibility guidelines and how to apply.
- Make available the current Federal Fiscal Year Energy Programs Application (including the *Instructions* and *Privacy Notice and Your Rights and Responsibilities*) with local provider name/address/phone **or** a connection to the DOC web application with clear instructions to mail the completed application to the local Service Provider.
- Contain a link to the correct DOC website address: mn.gov/commerce/energy/.

Thank you,
DOC EAP Staff

MINNESOTA DEPARTMENT OF COMMERCE

Process FFY2014 Payments and Refunds

Service Providers must finalize any remaining FFY2014 payments and refunds. This clean-up is essential to effectively complete the 2013-2014 program year. As part of the cleanup, aging payments and refunds must be managed as stated below. Search in eHEAT to find and process any unprocessed payments and refunds.

Aging Payments

Search in 'Payment Services' menu >'Payment' tab. Use the search by 'Benefit Type', selecting to search by 'Primary Heat' and then 'Crisis' and for each look at 'Payment Status' 'Certified' and then 'Payable.' Export and sort by status dates to analyze aging payments. Determine what to do with the payments and proceed accordingly. In most if not all instances, the payment needs to be voided.

A common issue for aging payments is not having a vendor assigned to a payment. To process:
- Add the **correct** vendor to payments currently without a vendor and then process the payment.
- If the correct vendor is not available in the eHEAT pull down, the vendor needs to be added to the application in 'Client Services.'
- To void a payment there must be an identified vendor. Add the correct vendor and go to Payments screen to 'Void' the payment.

Aging Crisis Benefits

Search in 'Reports' menu> 'EAP' tab> Crisis Benefit Reports' for Crisis records and select 'Event Status'; 'In Progress' and process the events.

Manage Refunds
- Search Payments>Refund Process for Refund Status: Unprocessed.
- Use 'Payment' button to create a payment if the refund destination is known.
- Use 'De-Obligate' button when refund destination is unknown.

Contact eheat.doc@state.mn.us with questions and include a household number and vendor name(s).

Note: This article is a reprint from last week's *The Energizer* due to the importance of completing FFY2014 program component activities.

Weekly Application Certification Targets (WACT)

LIHEAP statute requires timely service (within 30 days) to households. The *WACT* table attached to the email conveying this issue of *The Energizer* is a tool that may help Service Providers to track their progress by comparing their current cumulative number of certified applications with last year's average cumulative number of certifications per week. Certifying the number of applications listed each week will result in certifying 70% of eligible applications by January 16 based on last year's applications.

This data is for informational use only, and is not tracked in eHEAT. The *WACT* will be posted on the DOC Energy website at a later date.

Timeline for FFY2015 EAP Benefit Tables

Cost-Based and Back-Up Matrices, also known as *EAP Income Eligibility Guideline Tables*, will be emailed to Service Providers by October 1. When the benefit tables become available EAP Service Providers will be able to determine EAP and WAP eligibility and manage unobligated pending Primary Heat payments prior to Primary Heat funding.

Revision and Clarification of Verification of Income and Expenses Form

The *Verification of Income & Expenses Form* presented at the EAP Annual Training erroneously indicated that "Working for cash (irregular income)" voluntarily reported by a household is not counted as income.

As explained at the FFY15 Annual Training and in the *FFY15 EAP Policy Manual*, **self-reported irregular income is counted as income**. However, no proof of irregular income is required and Service Providers should accept the amount as indicated by the household. If the household does not indicate the amount of irregular income, the Service Provider does **not** need to track down that information.

State staff and Service Provider SME reviewers agreed it would help reduce confusion to remove "Working for cash (irregular income)" from the Verification of Income and Expenses form. Attached to the email conveying this version of *The Energizer* are three updated documents:

- Appendix 5E - Verification of Income and Expenses Form.doc
- Appendix 5E -Verification of Income and Expenses Form [in Spanish].doc
- Verification of Income and Expenses Form training.doc

These updated versions can be utilized going forward. They will be posted on the DOC Energy website at a later date.

Updates

Phone Numbers for Commerce Staff

DOC phone numbers and email addresses for DOC EAP, fiscal and IT staff is listed in the table below. The phone numbers are provided for internal use only.

Name	Phone Number	E-mail Address
Asghedom, Amanuel	651.539.1806	amanuel.asghedom@state.mn.us
Benson, Ken	651.539.1682	ken.benson@state.mn.us
Boulka, Jynell	651.539.1807	jynell.boulka@state.mn.us
Bridgeford, Shamiere	651.539.1836	shamiere.bridgeford@state.mn.us
Burns, Doug	651.539.1808	doug.burns@state.mn.us
Grewell, Andrew	651.539.1814	andrew.grewell@state.mn.us
Harvanko, John	651.539.1805	john.harvanko@state.mn.us
Hochreiter, Kathy	651.539.1809	kathy.hochreiter@state.mn.us
Larson, Alex	651.539.1523	alex.larson@state.mn.us
Kaszynski, Mark	651.539.1522	mark.kaszynski@state.mn.us
Mitchell, Jeff	651.539.1811	jeff.mitchell@state.mn.us
Schmitz, Michael	651.539.1812	michael.schmitz@state.mn.us
Seemann, Sandy	651.539.1813	sandra.seemann@state.mn.us

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